

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Serial No. ....10/826,160  
Filing Date .....4/15/2004  
Confirmation No. ....8619  
First Named Inventor .....Hua-Jun Zeng  
Assignee..... Microsoft Corporation  
Group Art Unit .....2168  
Examiner ..... Aaron J. Sanders  
Attorney's Docket No. .... MS1-1892US  
Title: Processing Service Requests for Product Support with Indexed and Clustered  
Answer Objects

To: Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

From: Brian G. Hart (Tel. 509-324-9256; Fax 509-323-8979)  
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Fees will be paid by credit card through the EFS Web; however the  
Commissioner is hereby authorized to charge any deficiency of fees and credit any  
overpayments to Deposit Account Number 12-0769.

Respectfully Submitted,

Dated: December 18, 2007

By: / Brian G. Hart Reg. No. 44,421 /

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